

**The RHDRP Program
covers
the following:**

- ♦ Rent Increases over 7.2% in a one year period
- ♦ Service Reductions
- ♦ 30/60 Day Notices
- ♦ Maintenance/Repairs
- ♦ Security Deposits
- ♦ Termination by Tenant prior to End of Lease Term

Please contact
Project Sentinel

to learn more about the
Rental Housing Dispute Resolution
Program



(650) 960-0495

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www.mountainview.gov/disputeresolution

**Rental Housing
Dispute Resolution
Program**



WHAT IS THE RHDRP PROGRAM?

The purpose of the Rental Housing Dispute Resolution Program is to provide a mechanism to address the impact of ever increasing rents on lower income families, and assist landlords and tenants in resolving disputes. It is designed to offer a neutral, confidential process to quickly and easily resolve rental housing issues.

WHAT RENTAL UNITS ARE COVERED?

The Program applies to rental properties in the City of Mountain View with three or more dwelling units in a single structure.

For rental units and issues not covered under the RHDRP the Voluntary Mediation Program, also administered by Project Sentinel, can be contacted.

HOW DO I OPEN A CASE?

After contacting Project Sentinel, a housing counselor will talk to you confidentially about your concerns and review whether you are eligible under the RHDR Program. The counselor will send you a Written Request form to be completed and returned. Alternatively, you can fill out a form online and email it to Project Sentinel.

WHAT IS THE TIME LIMIT TO OPEN A CASE?

A Written Request must be sent within 21 days of learning about the facts that generated the dispute.

WHAT ARE THE STEPS IN THE PROCESS?

During **CONCILIATION** the housing counselor will initiate separate confidential communications with the tenant and landlord, usually over the phone, to help them resolve their differences.

If conciliation fails to resolve the issue, a **MANDATORY MEDIATION** will be held, which is a confidential meeting in which the tenant and landlord have the opportunity to listen and communicate with the help of an impartial mediator, to give them the opportunity to resolve their issues in a face-to-face process.

WHAT IF NO AGREEMENT IS REACHED?

No party will be obligated to reach any specific agreement as a result of participating in conciliation or mandatory mediation.

Each party can request **MANDATORY NONBINDING ARBITRATION** in case of a dispute involving a rent increase over 7.2% over a one year period or a service reduction. An arbitration is conducted by an impartial arbitrator according to generally accepted rules for arbitrating disputes in Santa Clara County. The arbitrator will review evidence submitted by the parties and will render a fair non-binding determination of the dispute.

HOW OFTEN CAN RENT BE RAISED?

Under the RHDRP Ordinance, rents can only be raised twice in any consecutive twelve month period.

TENANTS

- ◆ To open a case file a written request within 21 days of learning about the facts that generated the dispute;
- ◆ Read the rental agreement or lease carefully, and comply with its terms, including paying the rent on time;
- ◆ Maintain the property in good condition, and notify the landlord promptly if repairs are needed.

LANDLORDS

- ◆ Notify tenants of the City's Rental Housing Dispute Resolution Program and the Right to Lease Ordinance upon leasing a Rental Unit, renewing a lease and with any notice of a rent increase;
- ◆ Register your apartment complex in the City at www.mountainview.gov/rhdrp if it has three or more rental units in a single structure; and update this information when ownership or property management changes;
- ◆ Participate in good faith when a case is opened under the RHDR Program.

Dispute Resolution Services are Neutral and Free!